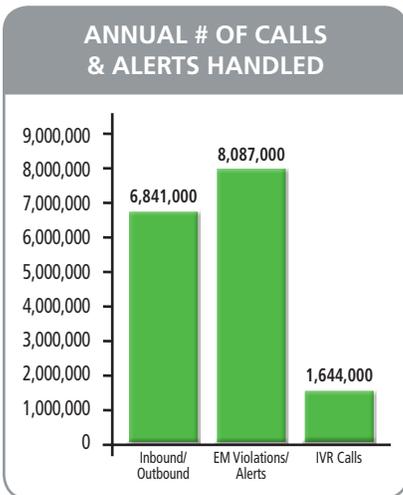




BI Monitoring Operations Monitoring Success

BI Monitoring Operations Supports More than 1,000 Correctional Agencies Nationwide

Success in the monitoring business requires dedicated attention to the specific needs of community corrections agencies. The consequences of underestimating these requirements can directly impact public safety, officer safety, and individual accountability. BI understands the complexities of monitoring clients, and for more than two decades has offered state-of-the-art call center services that support more than 1,000 correctional agencies. BI Monitoring Operation specialists handle an average of 570,000 calls every month.



Monitoring Services Continuum

BI provides location-based monitoring, mobile alcohol testing, and voice verification services designed to help criminal justice professionals alleviate jail overcrowding and reduce the risk of recidivism. The continuum of sanctions allows agencies to match the level of supervision to each individual's risk assessment level. BI helps an agency define its supervision and/or treatment objectives and then recommends the best products and services to achieve those goals. BI also offers agencies administrative support services to alleviate their clerical workload so they can shift their focus to managing offenders and clients.



Key Services

- Monitoring Support
- BI Agency Assist
- BI TotalAccess®
- Training

Specialization

Our monitoring and support specialists are trained and certified to handle any compliance scenario, ranging from complex monitoring issues and equipment troubleshooting, to transcribing officer case notes, scheduling, and warrant processing. The result: BI corrections expertise yields more time for officers to focus their efforts on other mission-critical responsibilities.

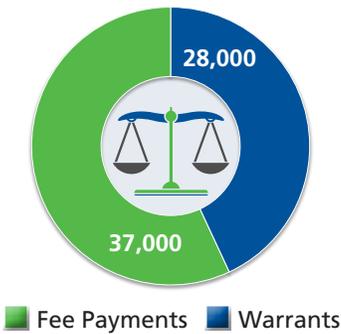
Customer Support

BI customer support ensures agencies receive top-notch service from responsive and knowledgeable professionals who deliver the industry's highest level of customer service. Each month, they provide round-the-clock support to agencies nationwide and reliably monitor more than tens of thousands of offenders. The customer service team understands the intricacies of compliance monitoring, enabling them to quickly respond to agency inquiries. BI Business Development Representatives provide agencies with a single point of contact for service, program support, as well as customized, on-site training.

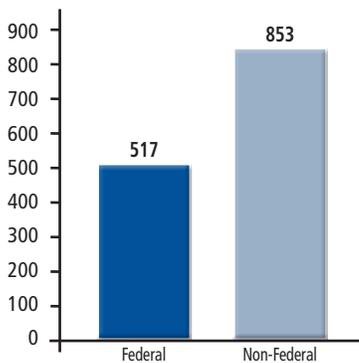
AVERAGE ALERT NOTIFICATION TIME Minutes to Notification (after grace period)



ANNUAL WARRANTS AND FEE PAYMENTS PROCESSED



TOTALACCESS SOFTWARE TRAINING 1,370 OFFICERS TRAINED AUG 2015 – AUG 2016



Monitoring Support

The BI monitoring support provides the most reliable, secure, and advanced compliance monitoring system available on the market today. Superior technology and automated response systems are combined with trained and certified staff available 24x7 to provide the highest quality monitoring and customer service.

BI Agency Assist

BI Agency Assist is a service package that provides 24x7 administrative, technical and data management support services to help agencies extend coverage and enhance community safety. These secure and reliable services include Automated Self Reporting, Contact Documentation, Scheduling & Enhanced Monitoring, Warrant Processing, and Fee Processing. Our team of 145 highly trained, bilingual correctional support specialists help officers keep clients accountable, and allows officers to focus more on clients and less on administrative tasks. Learn more at BIAgencyAssist.com.

BI TotalAccess

BI TotalAccess is an easy to use software that supports the BI continuum of GPS, radio frequency, and alcohol monitoring equipment. It uses Google Maps™ mapping service to build zones and track client movements and allows officers with one click to view their caseload, close alerts and send client notifications. Although TotalAccess allows supervising officers to operate independently, the BI Monitoring Operations call center is available 24x7 to also assist as needed.

Training

From initial program implementation to refresher courses, BI works hard to ensure that every agency is getting the most out of its program. Courses and materials are designed to address the most important facets of hardware and software to assist officers with every aspect of managing electronic monitoring clients.



Call us at **1.800.701.5171** or go to **www.bi.com**
to learn more about **BI Monitoring Operations**

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